Our Staff Charter

At Queen's University, our people are at the centre of what we do and how we do it. Our core values, Excellence, Connectivity, Ambition, Respect and Integrity, were developed in 2016 to support the University's vision, shape our culture and reflect the behaviours that are valued at the University. In simple terms, the values describe how we do things at Queen's.

This Charter describes the practical application of our core values, translating them into relevant scenarios within our daily working lives. The example behaviours described here are not intended as a complete list of expected behaviours, rather a small sample of examples linked to each value. The document has been developed by our staff and the behaviours described are relevant for everyone who works at Queen's.

EXCELLENCE

We strive for excellence within ourselves and others, providing solutions to new and existing challenges.

I demonstrate excellence when I...

– Always strive to do my best, encouraging others to do the same
– Take pride in my work and am committed to high standards
– Constructively challenge the status quo and be adaptive and responsive to change
– Reward, recognise and celebrate achievements
– Seek and provide constructive feedback
– Have a positive "can do" attitude

I do not demonstrate excellence when I...

– Create barriers that prevent delivery of a high standard of work
– Accept underperformance of self and others
– Lack purpose and commitment to achieving goals

CONNECTIVITY

We work best when we are collaborative, working together to contribute to the Queen's community.

I demonstrate connectivity when I...

– Work across boundaries to develop relationships, share information and keep others informed
– Celebrate team successes and recognise contributions of all regardless of grade
– Actively contribute to the Queen's community where everyone has a place
– Engage with and learn from colleagues
– Play to strengths of others when working as a team
– Seek opportunities to work collaboratively with others

I do not demonstrate connectivity when I...

– Work in silos or in isolation
– Act in self interest
– Present colleagues' ideas as my own

AMBITION

We strive together for improvement and innovation, looking ahead to see the bigger picture.
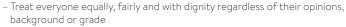
I demonstrate ambition when I...

– Am solution-focused and productively address issues
– Strive for continuous improvement and innovation to deliver the best outcomes
– Am committed to seeking out personal development of self and others
– Look beyond my individual role and see the bigger picture
– Embrace and respond to change in a constructive way
– Share knowledge, expertise and best practice with others

I do not demonstrate ambition when I...

– Do things the way they have always been done without challenge
– Put obstacles in the way of innovation
– Block change and fail to build on ideas for improvement

RESPECT

We treat everyone in our community equally and how we would want to be treated outselves.

I demonstrate respect when I...

– Treat everyone equally, fairly and with dignity regardless of their opinions, background or grade
– Listen to the views of others so that the best way forward can be found
– Say thank you and give credit where it is due
– Trust colleagues to do their job
– Recognise that each individual's circumstances are different and display empathy and support work life balance
– Am authentic in how I behave towards others

I do not demonstrate respect when I...

– Fail to value equality and diversity
– Respond negatively to and/or fail to act on constructive feedback
– Only involve colleagues who support my own views in order to achieve my goals

INTEGRITY

We are open, honest and fair. We take ownership of the way we work and how we treat each other.

I demonstrate integrity when I...

– Am professional, take ownership of, and am responsible for my own work
– Create a trusting work environment where mistakes are learned from and opinions and ideas are freely expressed
– Am fair, open and transparent in my communication and decision making
– Treat others as I would like to be treated and challenge inappropriate behaviour
– Share information with others and help them to succeed
– Maintain confidentiality as required
– Lead by example, being visible and approachable to all

I do not demonstrate integrity when I...

– Ignore problems or challenges
– Put my own interests above those of my team, School/Directorate and the University
– Make negative comments or undermine colleagues
– Do not adhere to agreed policies and procedures